



# LOSS/DAMAGE CLAIM

CLAIM DATE	CLAIM #	CLAIM TYPE (CHK BOX)
		<input type="checkbox"/> LOSS <input type="checkbox"/> DAMAGE <input type="checkbox"/> SHORTAGE

Claimant Company Name:

Address :

Contact Name / Ph # / Email:

Shipper:	Claim Amount: \$
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Date Shipped:	Date Received:	BOL #:
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Description of Loss or Damage:

Description of Claim Response:

Claimants' Signature:	Date (mm/dd/yy):	Oil City Express Signature:	Date (mm/dd/yy):
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\*\*\*All claims subject to investigation and approval by OIL CITY EXPRESS Claims Department\*\*\*

## **OIL CITY EXPRESS FREIGHT CLAIM PROCEDURES**

- 1.) All damages or shortages must be noted on the delivery receipt at time of delivery.
- 2.) Concealed damage claims and/or claims for damages not noted at time of delivery may be disallowed by our Claims Adjuster.
- 3.) Contact OIL CITY EXPRESS within 48 hours of delivery to arrange for an inspection, if required. Please do not discard any of the packaging. The inspector will complete an Inspection Report Form, if necessary, and a copy will be left for you.
- 4.) After the inspection is complete please complete the attached form along with the following backup documentation:
  - A copy of the original Bill of Lading
  - A copy of the packing slips listing all products shipped
  - A copy of your suppliers' invoice showing the cost of goods and all associated discounts
  - A copy of the Inspection Report (if required)
  - Your invoice to OIL CITY EXPRESS outlining the type and amount of claim.

### Comments:

- Claims for damage or partial shortages must be submitted to OIL CITY EXPRESS within 30 days of delivery.
- Claims for loss of the entire shipments must be filed in writing within 90 days. Failure to comply will void the claim in its entirety.
- All salvage must be retained until such time as OIL CITY EXPRESS has settled the claim. Failure to have salvage available for pickup may result in claim payment being withheld or reduced.
- Please be advised that your Claim may be delayed unless a complete claim is received. If filing more than one claim, please issue a separate claim, including all required documentation, for each BOL number.
- Claims should not be deducted from freight invoices. OIL CITY EXPRESS attempts to settle all claims within 90 days of filing.
- If originating BOL does NOT contain declared value of shipment, rate paid is \$2.00/lb to a maximum of \$2,500.00

\*PLEASE NOTE THAT GST/HST IS NOT APPLICABLE ON CLAIMS AS PER REVENUE CANADA\*

Please forward all documentation to:

OIL CITY EXPRESS – Attn: Peter Lush

PO Box 5103, Fort McMurray, AB T9H 3G2

Or admin@oilcityexpress.com Or Fax to: 780-790-0120

OIL CITY EXPRESS is committed to customer service. If you are not satisfied with the service we are providing, please contact Peter Lush at 780-790-9292 or admin@oilcityexpress.com